

EXHIBIT 27

From: Amanda Miranda [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=39193A89721240E3A26B1195701F7652-AMANDA MIRA]
Sent: 3/26/2021 4:32:33 PM
To: Brian Ream [sales@endurancesales.net]
CC: Orpheus Craigue [orpheuscraigue@rrhenergy.us]; Konrad Kozieja [konradkozieja@rrhenergy.us]
Subject: RE: Training for MD- Endurance

Brian,

The following agents are now active in TPV.com:

As a reminder we encourage the team to use the option to re-set password the first time they log in.

Agent ID	First_name	Last_name	Username	Password
END2000	Neil	St. Louis	END2000	password
END2001	Saralynn	Kullman	END2001	password
END2002	Tevin	Fleming	END2002	password
END2003	Tanya	Hudson	END2003	password
END2004	Theodore	Williams	END2004	password

Good luck to the team!

From: Brian Ream <sales@endurancesales.net>
Sent: Friday, March 26, 2021 12:05 PM
To: Amanda Miranda <amandamiranda@rrhenergy.us>
Cc: Orpheus Craigue <OrpheusCraigue@rrhenergy.us>; Konrad Kozieja <KonradKozieja@rrhenergy.us>
Subject: Re: Training for MD- Endurance

Amanda,

Please confirm once the agents have been loaded to the system and are good to go. They are excited to get started.
Thank you

Brian

On Fri, Mar 26, 2021 at 10:28 AM Amanda Miranda <amandamiranda@rrhenergy.us> wrote:

1. **COVID19 Training** – Protecting yourself and keeping the community safe.
2. **Spring Guard**- Electricity and Gas with Cinch Home Guard:
 - A. Introduction to Product Description
 - B. Rate type, term and cancellation fee
 - C. Renewal Attributes
 - D. Eligibility who can Enroll or qualify for this product.
 - E. Compatibility with other offers
 - F. Additional benefits
3. **Spring Green Fixed & Zero Gas Fixed** in MD:

- A. 12 Month Fixed rate
- B. \$100 Cancellation fee for each product
- C. 3% Cash Back or 5% Ecogold Rewards
- D. Energy Efficiency Products - \$200 value
- E. RECs and Carbon Offsets

4. **Customer Enrollment and Compliance:**

- A. Collecting accurate information
- B. The importance of a valid email address
- C. Live TPV
- D. Only the person who completed the online enrollment is authorized to complete the Live TPV call
- E. No VOIP numbers, automatic cancels
- F. QA audits and charge backs

Please join my meeting from your computer, tablet or smartphone.

<https://www.gotomeet.me/kiwiEnergy/training-for-md-endurance>

You can also dial in using your phone.

United States: +1 (408) 650-3123

Access Code: 880-659-717

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